IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Oumar Nabe

Art Unit: 3693

Serial No.: 09/828,414

Examiner: Felten, Daniel S.

Filed: April 6, 2001

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For: METHODS AND SYSTEMS

FOR CUSTOMER RELATIONSHIP MANAGEMENT

TRANSMITTAL OF FORMAL DRAWINGS

Commissioner for Patents Attention: Official Draftsman P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

In response to the requirement for corrected drawings in compliance with 37 CFR 1.21(d), enclosed herewith are Seventeen (17) Replacement Sheets of Formal Drawings for the above-identified patent application. Applicants submit that corrected drawings were submitted on August 9, 2001. Applicants resubmit the formal drawings herewith. No new matter has been added.

Respectfully submitted,

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